

**Become part of the dedicated team of professionals at the Boston Fire Department  
Fire Alarm Office**

*The ideal candidate will thrive in a team environment and can go from zero to full throttle in seconds while maintaining professionalism under pressure. Extensive on the job training will be provided for excellence in responding to emergency requests for service, dispatching appropriate responding fire department service and emergency command management.*

**FIRE ALARM OPERATOR  
BOSTON FIRE DEPARTMENT**

**MASSACHUSETTS HUMAN RESOURCES DIVISION  
OPEN COMPETITIVE EXAMINATION  
ANNOUNCEMENT NUMBER: 9649**

**Women, minorities, veterans, and people with disabilities are encouraged to apply.**

**Examination Date: June 11, 2011  
Application Deadline: May 23, 2011  
Examination Fee \$100**

**Apply online with Visa or Mastercard at: <https://www.csexam.hrd.state.ma.us/hrd/>**

**Minimum Qualifications:**

- Pass written Civil Service Exam administered by the state
- Pass practical exam administered by Boston Fire Department
- Pass drug screen
- Pass background check
- Valid Massachusetts drivers license with clean driving record
- Age 19 or older as of June 11, 2011
- Boston residency required at appointment

## HOW TO APPLY

All applications **MUST** be filed with HRD, or postmarked, by midnight on May 23, 2011. You may apply online for this examination, using a Visa or Mastercard, at <https://www.csexam.hrd.state.ma.us/hrd/>. A confirmation number for each successful transaction will be issued. You may also obtain a paper application form, and file it along with the examination-processing fee (or [fee waiver form](#)) in person at or by mail to HRD. Applications and fee waiver forms are also available at Boston Fire Headquarters, 115 Southampton St, Boston, MA 02118. If you mail your application, send all correspondence by certified mail with "return receipt requested," if possible.

**EXAMINATION FEE:** All applications must be accompanied by a money order, certified bank check, credit card payment, or by a completed fee waiver form. The examination-processing fee is **\$100** for applications received by midnight **May 23, 2011**. Payment by money order or certified bank check should be **made payable to the Commonwealth of Massachusetts**. Please print your name, address, social security number, and the examination announcement number on the front of the money order or certified bank check. Payments by Master Card and VISA are also accepted when applying online. **NO CASH OR PERSONAL CHECKS.**

**FEE WAIVER:** The examination fee may be waived for candidates receiving certain state or federal public assistance, unemployment insurance, or workers' compensation. [Fee waiver forms](#) are available from and must be filed at the address below, and may also be downloaded from the Applicant Forms section of our website ([www.mass.gov/civilservice](http://www.mass.gov/civilservice)). Waiver forms must be accompanied by proof of eligibility, for the subject time period, in the form of signed and dated receipts, check stubs and/or other documentation from the agency providing assistance. To file a waiver, you must file a paper application form, and be sure to fill in item #16 on the application.

## READING LIST FOR FIRE ALARM OPERATOR EXAMINATION

### FIRE ALARM OPERATOR BOSTON FIRE DEPARTMENT

This examination is scheduled for June 11, 2011. Candidates are responsible for reading the following text. All chapters are included except where noted.

National Fire Protection Association. *NFPA 1221 Standard for the Installation, Maintenance, and Use of Emergency Services Communications Systems* (2010 ed.). NFPA, 11 Tracy Drive, Avon, MA 02322; 800.344.3555;  
<http://www.nfpa.org/aboutthecodes/AboutTheCodes.asp?DocNum=1221>

Entire text **EXCEPT:**

Chapter 2.1 through Chapter 2.4 inclusive  
Chapter 5.1 through Chapter 5.4.8.4 inclusive  
Chapter 9.3.4 through Chapter 9.3.4.2 inclusive  
Chapter 9.3.8 through Chapter 9.3.8.5.4 inclusive

Chapter 9.5 through Chapter 9.5.4.2 inclusive  
Annexes B, C, D, and E

Please note that the Human Resources Division does not recommend specific bookstores for the purchase of reading list texts. For local vendors, contact the publishers at the telephone number or website listed. Many local bookstores will be able to special-order any text not carried in stock.

**EXAMINATION SUBJECTS:** The written examination will be designed to test, where practicable, the following knowledge, abilities and skills that have been established as qualifications for the position: Knowledge of the operation, installation, and maintenance of public fire service communication systems, municipal fire alarm systems and protective signaling systems, including the terminology used in those systems in order to properly process requests for public safety service; Knowledge of basic electricity as it relates to fire alarm signal and relay and telephone systems in order to troubleshoot, periodically test, operate, and maintain public service communication systems, protective signaling systems, fire alarm circuits and telephone lines; Knowledge of the methods and techniques used in filing and records retention, such as spelling, alphabetizing, and cataloging, in order to create records that are correct, complete, and concise; Ability to understand, interpret and apply written directions and street maps regarding available resources, agency jurisdictions, and boundaries, to evaluate a categorized and prioritized service request, so that an allocation of services is determined; Ability to extract pertinent information from charts, tables, and dispatch protocols system, given a request for available resources, so that accurate information regarding the request is obtained; and Ability to read, comprehend, and understand policies, procedures, guidelines, and protocols in order to generate records of public safety services requests.

**EXAMINATION WEIGHTS:** Your results on the written examination represent 90% of your final mark, with your rating in Employment/Experience making up the remaining 10%. Applicants must attain a passing mark on each of the weighted components. If you are NOT claiming credit for prior relevant employment or experience, your results on the written examination represent your final mark. Once you receive your examination mark, you will have seventeen calendar days from the mailing of your mark to appeal in writing your Employment/Experience score.

For more information about this and other civil service examinations, see [www.mass.gov/civilservice](http://www.mass.gov/civilservice) or email the Civil Service Unit at [CivilService@hrd.state.ma.us](mailto:CivilService@hrd.state.ma.us).

**Correspondence may be sent to:  
Human Resources Division  
1 Ashburton Place, Room 301  
Boston, MA 02108  
ATTN: Test Administration**

**-OR-**

**FAX Number: (617) 727-0399**

HRD's office hours are Monday through Friday, 8:45 a.m. - 5:00 p.m., except holidays.  
Inquiries may also be made to HRD during these hours at the following numbers:

**Boston area: (617) 878-9895 • Within Massachusetts: 1-800-392-6178 • TTY  
Number: (617) 878-9762**